

How can I file a claim?

If you should have a claim against the Town of Brookline for property damages that you believe were caused by the Town, please submit a letter presenting your claim. Your written claim should include your contact information along with all relevant information supporting your claim (ie: photos, estimates, witness(s) information, operator report, etc).

Depending on the type of claim, you may want to contact your insurance company for assistance. Additionally, there may be statutorily imposed requirements in presenting your claim, such as time limits and to whom the claim should be submitted. Therefore, you may wish to consult with an attorney for legal advice. The Town is not responsible for state highways, such as Route 9, which are managed and maintained by Mass Highway Department, such claims should be directed to the State.

Please be aware that all claims are investigated on an individual basis, therefore, no specific time period can be given for a decision on a claim.

Where can I find the Town By-Laws?

The By-Laws for the Town Of Brookline are held and maintained by the Town Clerk's Office. To view the By-laws on line, [click here](#).

Who should I contact if I receive a letter from the Town Counsel's Office regarding a personal property tax or property tax bill?

If you receive a letter from the Town Counsel's Office regarding your taxes, please contact Debbie Mann of the Treasurer's Office at (617) 730-2018, as soon as possible to discuss your bill and payment arrangements.

Where can I find Legal Assistance?

Our office is unable to provide legal advice to private citizens. There are several agencies that might be able to assist you, a sampling is listed below:

[The Newton-Brookline Consumer Office](#)

617-796-1292

[Website](#)

Mass Office of Consumer Affairs and Business Regulation

Ten Park Plaza, Suite 5170

Boston, MA 02116

Telephone Number: (617) 973-8700

TTY for hearing impaired: 800-720-3480

Consumer Affairs & Business Regulation Hotline: (617) 973-8787 or 888-283-3757 toll free (MA only)

<http://www.mass.gov/?pageID=ocahomepage&L=1&sid=Eoca&L0=Home>

Lawyers Referral Service of Massachusetts Bar Association

MBA/LRS

20 West Street

Boston, MA 02111-1204

Boston Area Telephone Number: (617) 654-0400 or

(866) MASS-LRS, or (866) 627-7577 toll-free (MA)

TTY for hearing impaired clients: (617) 338-0585.

<http://www.massbar.org/for-the-public/need-a-lawyer>

Norfolk County Bar Association – Lawyer Referral Service & Legal Clinic

15 Cottage Avenue, Suite 206

Quincy, MA 02169

Telephone number: (617) 471-9693

<http://www.norfolkbarassn.org>

Volunteer Lawyers Project of the Boston Bar Association

99 Chauncy St., 4th Floor |

Boston, MA 02111

Telephone Number: 617-423-0648

TTY for hearing impaired clients: 617-338-6790

<http://www.vlpnet.org>

Additional Massachusetts Legal Aid Programs:

<http://www.masslegalhelp.org>

Tel-Law – offers free legal information, written and recorded by lawyers, designed to answer basic questions about the law. Tel-Law is fully automated and can be accessed 24 hours a day.
Telephone Number: (617) 338-0669